

## FS125010 – Lot 2 Food Training

### Request for Quotation

Work Package Number: 2

Work Package Title: Practical Food Standards and Food Information Rules

Available Budget: £TBC

Supplier Name: CTSI

Specification of requirements – (to be completed by FSA)

#### Overview

This work package seeks a proposal for the development and delivery of a webinar course aimed at local authority officers (LA) officers in England who are deemed competent to carry out official food standards controls and other official activities but who wish to refresh their knowledge and skills of practical food standards enforcement or are working towards being competent in this area.

The course should be a virtual instructor-led webinar for up to 30 people delivered in four half-days with a clean recording available afterwards on the [Regulator's Companion](#). Delegates should be able to apply theory to practice, creating a highly valuable learning experience. All requirements should be completed by early February 2024.

This work package outlines the content that must be covered. We invite the supplier to:

- Add the detail required to turn the outline content provided into sufficiently valuable and comprehensive content ready for training delivery.
- Develop the comprehensive training content into deliverable package material.
- Provide detail on the delivery method and how this will be tailored to create a training resource which meets different learning styles (including examples and/or case studies in the development of the modules to make the training interactive and practical)
- The developed course content must apply to LAs in England with specific reference to any applicable English legislation.

#### Basic information

The course should meet the requirements set out in the specification agreed between the Food Standards Agency (FSA) and the Chartered Trading Standards Institute CTSI under the terms and conditions of the call off contract FS430474.



FS430474 - FSA  
Official Controls traini

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This includes:

- Meeting General Data Protection Regulation requirements, data security and data protection.
- Meeting the quality requirements.
- Meeting accessibility requirements.
- Ensuring all outputs align with the FSA's Competency Framework - Knowledge and skills for delivering official food and feed controls and other activities effectively.



FSA Competency  
Framework

- The training course's content should suit Local Authorities (LAs) in England.
- The FSA must own the intellectual property related to this course.
- All course materials and content developed will require internal FSA sign-off. The supplier will need to be available for meetings to track progress, sign off content and debrief following the delivery of the training course's sessions.
- The supplier will be responsible for the joining instructions and circulating the course materials before each training session.
- The supplier will be responsible for online platform technical support to course attendees and those watching the recording and responding to any issues regarding connectivity or access issues.

### **Intended audience**

LA officers in England who are deemed competent to carry out official food standards controls and other official activities or are working towards being competent in this area.

### **Out of scope**

N/A.

### **Delivery timescales**

All requirements should be completed by early February 2024.

### **Duration**

Virtual instructor-led webinar for up to 30 people, delivered over four half-day sessions attracting 12 hours CPD, delivered in four half-day sessions across two weeks and all sessions within three weeks, with a clean recording available afterwards on the [Regulator's Companion](#).

### **CPD certificates**

The live webinar course will attract 12 hours of CPD, and delegates will receive CPD certificates subject to completing a course evaluation form.

Similarly, CPD certificates will be issued to those who complete the training on the [Regulator's Companion](#) and achieve at least 70% in the end-of-course test.

Certificates must include the course title, delivery method, a brief description of what the course covered, including the aims and objectives, CPD

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attracted/attendance hours (as appropriate), date, and the person that delivered it on behalf of the FSA (including appropriate credentials), the FSA's and supplier's logo and the name of the person attending.

### **Trainer requirements**

Trainers delivering this course must have relevant practical experience in food standards and food information law and enforcement delivery and demonstrate technical competence and/or the provision of training in this area.

### **Overall aims of the course**

Upon course completion, delegates should have the necessary underpinning skills and knowledge to undertake and enforce food standards and information rules within their authority to ensure an effective and consistent approach to the delivery of official food standards controls and other official activities.

### **Intended learning outcome**

By the end of each course, delegates should:

- Know, understand and be able to practically apply the law relating to food standards and food information.
- feel confident about providing advice on compliance with food information rules.
- be able to highlight the range of enforcement options to officers and how they can be used to encourage compliance.
- be able to highlight emerging food standards issues, trends, and areas of concern within the food standards inspectorate and the food standards enforcement landscape.
- be familiar with the requirements of the Food Law Code of Practice (England) June 2023 (the Code), the Food Law Practice Guidance (England) March 2021 (the Practice Guidance), the Food Standards Manual, and other relevant guidance.

### **FSA's Competency Framework**

All course outputs must align with the FSA's Competency Framework.

The content should be mapped to the areas of the FSA Competency framework where relevant in the context of food standards and food information, including some of which will; be picked up in the practical scenarios:

A: Common competencies.

B1: Inspecting businesses.

B2: Auditing.

B3: Validation.

B4; Verification

B5: Sampling

B6; Assessing products, labelling and other information

B8: Information Gathering

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B9: Monitoring

B10: Surveillance

C: Investigations, incidents and alerts

D - Enforcement

### **Course content**

The course's content must contain the requirements as outlined below but is not limited to and not necessarily taught in the order as presented.

#### **An overview of the food standards delivery landscape**

- Background to Official Controls
- Food Standards Delivery Model
- Food Standards Interventions
- the Code, the Practice Guidance and the Food Standards Operating Model Document
- Explanation of remit of the National Food Crime Unit and LAICT/food incidents
- How to escalate a query, hierarchy and the Food Standards and Food Information Group (FSFIG). Raise the profile of regional food groups etc.

An overview using PowerPoint.

#### **Food Standards Legal Framework**

- The Food Safety Act 1990 – main provisions, Sections 2 14 15 29 etc
- General Food Law Regulation (EU) 178/2002
- General Food Regulations 2004 & The Food Safety and Hygiene (England) Regulations 2013
- Retained Regulation (EU) 1169/2011 (FIC)
- The Food Information (England) Regulations 2014 (FIR)

An overview using PowerPoint with screenshots of relevant sections of documents, high-level bullet points of key legislation requirements, etc.

#### **Food Information to Consumers Regulation**

- What is food information?
- In-depth discussion regarding key elements of the legislation and its requirements.
- Highlight key sections, in particular, e.g., Article 9, a brief discussion of detailed provisions, allergens, minimum durability etc. (including powers to seize food past its use-by date)
- 'Quick guide' to the Annexes of the FIR and additional information that can be found in them.

Practical application of requirements of FIC through labels /Photo examples

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Break out groups with different labels each to report back on compliance, and group discussion to follow.

Example labels to include energy drinks, 'ready to eat' food, microwave meal, snack food, and juice drink (generic labels to consolidate mandatory labelling)

### **How food is named**

- Legal names, prescribed by law or reserved description
- Customary name
- Descriptive name
- UK GI schemes

A quick flash round of pictures, plethora of products, labels, non-prepacked foods, point of sale foods in different scenarios, shout out correct names. Followed by a Tenable style quiz between two teams to name the most customary names/ reserved descriptions etc.

### **How food is sold**

- Pre-packed
- Pre-packed for direct sale
- Non-prepacked
- Distance sales

Slides should be used depicting various trade premises and foods sold in the different forms, discussion as to the correct labelling rules that apply to each scenario-highlight, some potentially discussed [Knowledge hub](#) scenarios, and answers from FSA Q&A document relating to these rules. Towards the end, use pictures of trickier scenarios to ensure a good understanding of requirements.

### **Regulated Products**

- Food additives, flavourings & enzymes etc.
- Southampton colours warning, MPLs, Quantum Stasis
- Novel foods – CBD
- Genetically modified food
- Irradiated food

PowerPoint on how rules have changed since EU exit and the new role of FSA. Discussion surrounding the authorisation process, regulated products list, novel foods and practical tour of the list via share screen.

Latest update regarding CBD issues.

Delegates to break out to look up a set list of products to ascertain authorised or non-authorised novel foods.

Pictures of practical scenarios of such products in 'situ' for officers to understand where they are likely to come across examples of the aforementioned, starting with

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common examples such as authorised colours in scenarios where they are or are not permitted for use, ending up with unauthorised novel foods in supplements and novel foods currently on the list awaiting authorisation.

Practical demonstration of additives legislation whereby each group gets given a list of additives to look up according to the category to see if the additives are permitted or not in Retained Regulation (EC) No. 1333/2008, e.g. a kebab manufacturer in your area has rung your office and has asked whether he can add MSG to his lamb doner kebab.

### **Product Specific Regulations**

- High-level discussion regarding key product-specific legislation, various origin/ labelling regs for meat and fish plus the meat products, jam, honey, cocoa products, fruit juices, infant formula, spreadable fats, dairy designations, organic food, and food supplements regulations.
- Practical demonstration of a QUID calculation, simple QUID rules, moving on to an actual calculation, and the importance of recipes.

Farm Shop scenario, detailed pictures of a shop with various counters selling a variety of PP, PPDS and Non-Prepacked foods, brought in from other suppliers and homemade on site. Each divided station will cover the plethora of product legislation, and each break-out group will have to take a station away with them to ascertain whether the jam, honey, free-range eggs, homemade scotch eggs etc, are compliant. This scenario will also consolidate previous learning.

### **Nutrition, health and disease risk reduction claims**

- Legislation
- Nutrition and Health Claims Register
- Borderline medicinal claims
- Dangerous non-foods

Using a scenario - local health shop selling supplements, protein powders, vegan and plant-based products, labels, photos and scenario, but they will incorporate the plethora of above and varying degrees of non-compliance. One product requires notification to FSA of an incident, practical demonstration of incident notification, highlighting the Code requirements etc., and liaising with incidents to ensure we promote what we can regarding their 'ask' when submitting an incident.

### **Resources available**

Showcase of manual and other various FSA guidance, attach links and screenshots of docs for a useful reference to officers. Highlight the hierarchy of escalation of queries and FSA as a last resort if the FSIFG cannot resolve.

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### **Case Study 1 - Public House with Restaurant**

- Walkthrough inspection of a Public House serving food, encompassing general food law such as traceability, Section 14 & S.15 FSA 1990 etc. (adulteration of spirits, bag-in-box syrups etc.) Various false menu descriptions and follow-up labelling checks in the kitchen result in an array of non-compliances to varying degrees; one labelling issue from a box of food found on site will result in a practical demonstration of a PA referral or at least discussion regarding referring non-compliances to PAs/ HAs. Include a traceability discussion.

### **Case study 2 - Vape Store selling CBD products, Wonka bars, Energy drinks and American candy**

- Discussion using pictures and labels based on recent intel, communications, queries, and legal/ policy positions, e.g. do you need to sample for EDTA to prove an offence, showcase pictures of common foods that have been incidents and why, showcase of US foods here and when / when not to use official control regs etc.

### **Teaching and learning methods**

Delegates should be engaged through various teaching and learning approaches outlined in the course content. The course should:

- be high-level PowerPoint presentations complimented by practical scenarios, case studies, videos, photographs, labels, and other relevant training resources and materials to engage the audience (sharing links), practically demonstrating the course's content and consolidating theoretical learning.
- be designed, so delegates will be expected to contribute with delegates being allowed to ask questions, having also done some preparatory reading before the course and each subsequent session.
- trainers should:
- consider the need for appropriate pre-reading, self-study through directed reading and independent study tasks.
- consider recent postings on the [Knowledge hub](#) to ensure content reflects current issues identified by LAs relevant to the course content.
- use challenges and examples where possible to stretch the delegates' capabilities in real-world learning and assessment, resulting in a deeper approach to learning.
- each section/module of the course will utilise a knowledge check/test to assess understanding.

### **Assessment methods**

The following requirements for the course will apply in line with the over-arching specification linked to the contract signed between the FSA and CTSI:

- the supplier will be required to produce an evaluation form for all delegates to complete at the end of the course - tests/quizzes/session re-caps should
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be used during the live webinar and after the training on the [Regulator's Companion](#) to measure and evaluate delegates' change in knowledge and understanding during the training.

- reporting and metrics provided to the FSA regarding the course, including quiz metrics, participant data and feedback about the course for both the live and recorded versions.

A suitable evaluation methodology should be used and will include:

- the extent to which the participants found the training useful, challenging, well-structured, or organised.
- the extent to which participants improved their knowledge and skills due to the training.
- how the training will be used in the workplace and its benefits.
- **Pre-training assessment.** This step uncovers the participants' past experience as well as current competencies (testing knowledge skills and levels of confidence before the training intervention), learning needs, and expected application of learning.

The results from this can be treated and inform the baseline for each participant's level of knowledge.

- **Post-assessment (reactions).** This addresses participants' reactions to the training experience, for example, their learning environment, format and instructor methods, and general satisfaction.
- **Post-assessment (learning).** Tests/quizzes/scenarios and case studies should be used during the live webinar. These will determine whether the training was pitched appropriately for the audience, has met its objectives and measures what the participant learned from the training session.

For the training on the [Regulator's Companion](#), there should be a marked test to assess the knowledge or skills gained as appropriate to the training intervention. A pass mark of 70% will be determined for receipt of a CPD certificate. This will be used to evidence whether the training was pitched appropriately for the audience, has met its objectives and measures what the participant has learned from the training session.

Delegates must also complete a survey detailing their anticipated knowledge transfer into the workplace. This will be followed up to assess how the newly acquired skills and knowledge are being used to inform practice in the workplace or identify and understand the barriers that prevented it. Has the training been utilised in the officers' daily work, or has the knowledge transferred to colleagues via cascade training?

- **Follow-up.** This process may include several methods to assess the outcomes and effect of training programs over time, including contacting the delegates attending the webinar 3-6 months post-training to determine the tangible results of the training, such as improved quality and efficiency,
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increased capacity, increased productivity, increased morale etc. (feedback on their progress against their anticipated transfer of knowledge into the workplace).

### **Reporting evaluation metrics**

Feedback and evaluation data should be reviewed to identify any patterns, areas of concern, or success and inform future training design and delivery.

A summary report should be provided to the FSA by one-month post-delivery of the virtual instructor-led webinar detailing the attendees' opinions on the course's content and delivery, the results of the quizzes and tests, as well as highlighting the positives and recommendations for improving the course content and/or delivery.

### **Learning resources**

The courses should link throughout to current FSA resources and training and other relevant materials and guidance, for example, the Code and associated Food Law Practice Guidance, FSA training, the Food Standards Manual and CTSI's [Regulator's Companion and Business Companion](#) (as appropriate).

The trainer should disseminate, where appropriate, up-to-date FSA, DEFRA and DHSC policy positions regarding current topical food standards issues to promote discussion, awareness and consistency amongst the inspectorate.

### **Course delivery & mobilisation**

- During the delivery stage, 30 people will attend the live webinar to give feedback to help inform the recorded on-demand modules.
  - Whilst the FSA would like as many delegates to be trained as possible, it recognises that the trainers will need to be able to interact with the delegates during each training session.
  - Development and delivery of a recorded version of the training session - This should follow the main content requirements of the live webinar but with the additional requirements below:
    - Suppliers should provide a recorded clean version of the live training session with no participants of any live sessions visible to avoid GDPR breaches.
    - The recorded training session can be a condensed version of the live session – interactivity will be limited due to the recorded nature, but we welcome supplier suggestions on this.
    - The recording should be managed and hosted by the supplier.
    - The recording should allow users to watch on demand, not necessarily in one sitting.
    - A test based on the condensed recorded session should be developed for users to sit.
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It should be noted that the recorded session is intended to supplement the benefits associated with attending a live training session. The recording will allow officers to have reference material and an opportunity to see the content covered during the live training session. Subject to the FSA budget, the intention is to provide more live sessions, but the recording allows the training to reach more officers. Any requests for further sessions will be subject to budget, and the call-off procedure will be used.

- The FSA will manage invitations to the course.
- The supplier will send the joining instructions and circulate the course materials and/or any pre-reading to delegates before each course.
- Development of content, facilitation and administration services of the course will be the supplier's responsibility.
- The supplier is responsible for reviewing and quality-checking the course content, and formatting slides, before forwarding them to the FSA for review.
- All course materials and content developed will require internal FSA sign-off before delivery to ensure it reflects participants' needs.
- Final copies of the course content must be sent to the FSA before the course commences.
- The FSA will require the digital content to be transferred to FSA or available to any delegates proposed by the FSA.
- The FSA reserves the right to request amendments to the digital course delivered within the existing quotation.

### **Technical requirements**

The supplier will be responsible for online platform technical support to course attendees and responding to any issues regarding connectivity or access issues.

There should be no requirement for the user to have a specific device or web browser to attend the live webinar.

### **Success criteria**

The course delivery success parameters will include:

- course delivered on time and within budget.
- results of delegates' evaluation forms and tests.
- feedback from trainers and FSA representatives.

### **Costs**

Initially, only one training session per course will be delivered, with future sessions based on demand and budget.

The FSA requests that the supplier provides a quotation detailing all costs associated with the development and digital delivery of one version of each course, along with the provision of findings in a written report and presentation to the FSA.

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The supplier has been requested to provide the complete cost of delivering additional courses that will be developed for future interested attendees. The FSA may need to conduct several sessions of each course, depending on their priorities and budget, but this will depend on the level of interest and demand. At this stage, the FSA cannot guarantee or confirm the potential number of additional training sessions.

The supplier must detail the proposed development and delivery timeline; therefore, please consider this information when responding.

All quotations will be reviewed on costs and confirmation of meeting the necessary timeline.

A full breakdown of costs should be provided. Additional costs should be itemised to make the course relevant for Wales and Northern Ireland, broken down into options from a supporting document highlighting the legislative differences, course slide deck, and webinar.

### **Payment**

Payment will be made based on sign-off on completion of:

- the course content.
- delivering one live webinar and a recording hosted on the [Regulator's Companion](#).

### **Enquiries**

Please submit the response, along with any enquiries, through the Agency's health family single e-Commercial system (Atamis) by the deadline set.

Supplier response – please provide a detailed methodology of how you will deliver the requirements

## **1. Overview**

### **1.1. Training course**

The Chartered Trading Standards Institute (CTSI) will design, develop, and deliver one webinar courses aimed at local authority (LA) officers in England deemed competent to carry out official food controls and other official activities.

CTSI will deliver this course as four half-day virtual instructor-led webinars, for up to 30 delegates. In addition to the delegates, FSA observers may join the course. These will be delivered through CTSI's Microsoft Teams system. Following the course, a clean recoded version will be uploaded onto CTSI's Regulators' Companion with an accompanying online test. This course will initially be delivered once.

### **1.2. Course delegates**

FSA will secure delegates for the course, and provide details to CTSI, from which CTSI to issue booking invitations to delegates to register through CTSI's booking system.

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### **1.3. Delegate course evaluation**

Following a course, CTSI will issue a course evaluation feedback form for delegates to complete. CTSI will collate their responses and produce a report for FSA.

### **1.4. Course and course materials**

CTSI and its trainers will design and develop the workshop and course materials. These will be reviewed by FSA and sign off final version before the delivery of the first course.

### **1.5. Delegate follow-up**

CTSI will contact those delegates who attended the webinars within 3-6 months following the training. The aim is to determine the tangible results of the training, The process will be confirmed and agreed with FSA.

### **1.6. Timescales**

CTSI recognises the requirements and will complete and deliver the requirements by early February 2024.

## **2. Meeting RFQ basic information**

### **2.1. FS430474 Specification**

CTSI confirms it meets the requirements set out in the original specification agreed between the Food Standards Agency (FSA) and the Chartered Trading Standards Institute under the terms and conditions of the call off contract FS430474.

### **2.2. General Data Protection Regulation (GDPR)**

#### **GDPR compliance**

CTSI confirms it complies with UK GDPR and data protection legislation. It will ensure that any information collected and processed on behalf of the FSA will be managed, held, handled and if needed to be transferred will be securely.

#### **Data Security**

CTSI confirms it has the human and technical resources to ensure compliance with UK GDPR and ensure the protection of the rights of data subjects.

### **2.3. Quality Requirements**

CTSI confirms it will follow and use the methods, processes, and systems for meeting the quality requirements as provided for previous webinar courses and clean recorded versions under FS430474.

### **2.4. Accessibility**

CTSI's will use its website, portals and learning systems and course materials which conform to WCAG 2.1 AA standards. In addition, the visual design takes styles, components, patterns, and visual cues from the GOV.UK Design System (<https://design-system.service.gov.uk/>) which helps ensure that new users become familiar with its design and layout.

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The course delivery methods are compliant with the Web Content Accessible Guidelines 2.1 at level AA and the most common assistive technologies. Similarly, CTSI in using Microsoft Teams, can utilise the standard system for its accessibility facilities.

## 2.5. FSA Competency Framework

CTSI will ensure all outputs align with the FSA's Competency Framework - Knowledge and skills for delivering official food and feed controls and other activities effectively.

## DELIVERY OF THE REQUIRED SERVICES

### 3. Training courses

### 3.1. Training delivery

## Live webinar course

The live webinar course will be delivered by CTSI and trainers. The trainers will also lead and facilitate discussions, managing questions and answers. Assessment of delegates will be undertaken throughout the course and include, where appropriate, use of tests, quizzes, scenarios, and case studies. During the webinars we will capture delegates knowledge through pre-training assessment, post-assessment reactions and post-assessment learning. The course will be suitable for Local Authorities in England.

### Clean recorded version

Following a live course delivery, CTSI will undertake clean recorded sessions with the trainer - with no delegates - for complying with UK-GDPR and data protection legislation. This will be edited by CTSI to produce the final version. CTSI will produce an online test question bank, based on the clean recording version. The clean recorded version and online test will be uploaded onto CTSI's Regulator's Companion. On a learner completing the test and achieving at least 70%, a CPD certificate will be awarded and available within the system.

### 3.2. Practical Food Standards and Food Information Rules course

The webinar course will be developed and delivered against the course outline, the overall aims of the course and intended learning outcomes - as identified in the RFQ, although may not be mapped in the same structure that is outlined in the RFQ.

## Trainer

[REDACTED]

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## 4. Delivery and methodology

CTSI will undertake and use is proven methods, experiences and standards in developing and delivering the course as used for developing courses to FSA Sampling course under FS725002 and FSA Food and Feed courses under FS430474.

### 4.1. Course development

#### Course materials

CTSI will design, develop, and produce the practical workshop course, course materials, case studies or scenarios, tests and to be applicable to current legislation and for local authority officers in England

For the course webinar delivery, materials will be produced in PowerPoint and supporting material in formats such as MS Word or PDF.

If FSA can provide its standard presentation slide set with layout, branding and format, CTSI will produce the slides in that. Otherwise, CTSI will use one of its webinar training course templates to create the courses. Similarly, for any such reports will agree a standard format, either from FSA or provided by CTSI.

### 4.2. Course components

The facilitated workshop for both courses will comprise of the components and structure below.

- deliver the topics of overview of the food standards delivery landscape; Food Standards Legal Framework; Food Information to Consumers Regulation; how food is named and sold; Regulated Products
  - all training sessions led by trainer
  - delegates working in group session for work set by the trainer
  - use of scenarios, case studies and discussions, test or quizzes
  - provide and direct delegate to any appropriate pre-reading, self-study through directed reading or independent study tasks
  - from reviewing postings on the [Knowledge hub](#), where necessary, ensure content reflects current issues consider identified by LAs relevant to the course content
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- the webinar course will provide a series of delegate assessments for pre-training, post-reactions and post-learning
- course outputs aligned with the FSA's Competency Framework

#### Knowledge Hub

FSA will ensure the necessary access to the Knowledge hub for viewing and reviewing relevant posting for the scope and requirements of these courses.

#### 4.3. Course materials sign off.

All course materials will be reviewed with, and signed off by FSA. It is likely this will require a number of discussion and iterations for any such amendments.

As draft materials are produced, which CTSI will review and make any changes, these will then be sent to FSA technical experts for reviewing. Where possible, a call will be held with FSA, CTSI and trainers early in the development of a course. FSA will arrange for sign-off for the webinar course and materials. The development timetable will cater for any such cycles, so final materials will be available for delivery of the first course workshop. During the initiation stages of the contract, FSA and CTSI will agree and confirm the development timetables and dates for course delivery.

#### 4.4. Course delivery

##### Webinar platform

CTSI will use its Microsoft Teams system - with audio conferencing capability - to deliver the training courses to regulatory services officers. This system has been used to deliver live webinar course to trading standards officers with over 100 delegates attending for a course.

This has been used for other webinar courses under FS430474 Lot 1 Feed training Lot 2 Food training courses.

##### Webinar training sessions

The live webinar interactive training courses will be delivered by CTSI trainers.

CTSI will facilitate group sessions for practical exercises.

The RFQ requests three breakout sessions for working in groups. CTSI propose to arrange a short webinar session for each group around a half-day webinar. These will then be reviewed during a half-day webinar.

Delegates will be able to ask questions throughout the course such as using the chat function, raising hand, while there is a question and ask session built into the course structure.

##### Numbers of delegates

FSA has determined for the course there will be a maximum of up to 30 delegates, and split into four half-day sessions for the course. FSA envisage that the course will be delivered once and to be scheduled and delivered in early 2024.

CTSI does not see a limit to the number of training session that can be run for any course, although based upon FSA's budget and demand for take-up. Any additional course sessions will be agreed between FSA and CTSI, and set those course dates.

FSA and CTSI will agree the first course webinar dates to be set during the initiation stages of the contract. FSA will provide these dates in their invitations to potential delegates

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### Delegate support

CTSI will provide a help support desk for users in accessing the webinar system. Course leaders and administrators will be available during the webinar session to respond to any user technical issues or questions.

### Course attendance CPD certificate

The webinar course attracts 12 hours CPD and awarded to delegates subject to completion of the course and their submitting a completed course evaluation form. A CPD will be awarded for those learning through the clean recorded version, and after successfully completing the accompanying test.

CTSI plans to provide a similar CPD certificate format for both types. There will be fields available to be populated, although limited space. Thus, trainer details will not be provided, and details of the course limited.

CTSI can develop further CPD certificates if FSA require, although the additional costs may not always provide value for money.

### Course evaluation delegates form

CTSI will develop and issue a course evaluation feedback form for delegates to complete, which CTSI will collate their responses and produce a report for FSA.

CTSI are not able to ensure delegates supply a completed evaluation form, although a reminder will be sent out, and then supply FSA a list of any delegate forms not received.

### Course administration

FSA will secure delegates for the course. FSA will provide CTSI with delegates contact details.

CTSI will contact delegates and signpost them to CTSI's online booking form for delegates to register and book through.

CTSI's training administration team will manage delegate bookings; provide joining instructions; will send out details of the course; and where required, issue any materials before the course starts.

CTSI will provide a support line to delegates for enquiries or additional assistance required.

### Course Dates

FSA and CTSI will agree training webinar dates to be set during the initiation stages of the contract. FSA will provide these dates in their invitations to their potential delegates.

### Course evaluation report for FSA

CTSI will compile a report for FSA to include delegate feedback evaluation outcomes, the number of delegates and their local authority. It will also include outcomes from assessments undertaken for during the webinars using Centimetre and are anonymised, and from the post-assessment learning test.

FSA require delegates to also complete a survey detailing their anticipated knowledge transfer into the workplace. CTSI will include this in the delegate evaluation form.

## 4.5. Follow-up Assessments

CTSI will undertake contacting those delegates who attended the webinars within 3-6 months following the training to determine the tangible results of the training, The survey and scope will be agreed and confirmed with FSA. This will be

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communicated to all delegates before the course starts, and the responsibilities on delegates to participate in this follow-up process.

## **5. Clean recorded versions**

### **5.1. Online portal**

CTSI is providing its Regulators' Companion online portal

<https://www.regulatorscompanion.info/>

This portal was developed, designed and is hosted by CTSI for regulatory services officers including trading standards (TS), environmental health (EH) and Port Health Authorities (PHA) as a training and resource across all four nations of the UK.

It provides a self-registration function, that if a user has a .gov.uk email address, they can access the system and take the training courses and receive a CTSI CPPD certificate as evidence of its currency of knowledge, and supporting career development.

### **5.2. Recording**

CTSI will undertake and record webinar sessions with the trainers and no delegates so as to comply with data protection legislation. Recorded training session will be a condensed clean recording version of the live session.

After editing it will be uploaded and held on CTSI's Regulators' Companion portal, and will be accessible for course delegates and .gov.uk email users to access, for their use on demand, rather than having to take the whole session at one sitting.

The purpose of the clean recorded version provides officers to have access for reference materials, and serves to review and as a refresh of the content covered during the live training session.

### **5.3. Online tests**

CTSI will produce an online test question bank. The clean recorded version and online test will be uploaded onto CTSI's Regulator's Companion. On a learner completing this end-of-course test and achieving at least 70%, a CPD certificate will be awarded and available within the system.

## **6. Additional and supporting information**

### **6.1. CTSI contact management**

#### **Project / Contact Management**

CTSI will appoint a contact / project manager as the point of contact for FSA and will also co-ordinate internally within CTSI for delivery of the services and deliverables to meet the project timescales.

Regular contact between the CTSI's project team and the FSA team will be conducted via virtual and/or reports as appropriate, during which a review of deliverables against the timescales will be conducted. Ad-hoc communications will continue outside of project reviews using, emails, phone and MS Teams calls.

#### **Contract Management**

████████████████████ in this role as contract management, provides Senior Management oversight of this contract and monitor the status of

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the contract through the CTSI management team, and engage with FSA management as appropriate.

## **6.2. Digital content ownership and transfer to FSA**

CTSI confirms that all digital content will be provided to FSA and FSA own the intellectual property materials developed to these courses.

All course materials will be provided in source electronic format.

## **6.3. FSA requesting amendments**

CTSI acknowledges that FSA reserves the right to request amendments to the digital format during the contract period. CTSI is happy to work with FSA to respond to, and apply any such amendments.

There are several methods to manage and cost any FSA requested amendments. CTSI propose using its change management method. Any changes requested by the client will be scoped for impact on the project by CTSI, including timescales and costs. This will be submitted to the FSA for review. Any changes commissioned by the client will be implemented. This ensures value for money in costing and spend only for the changes needed.

CTSI is happy to discuss with FSA the costing method it will require to use. For the requirements of the RFQ, we have listed one such metric (based on amendments for 1 hour of learning) and can provide a budgetary estimate only in Section 7 Breakdown of Costs.

## **6.4. Additional Courses**

All associated costs for the delivery of an additional webinar course, issuing CPD, and course evaluation outcomes collated and captured with a written report to the FSA, are detailed in Section 7 Breakdown of Costs.

## **6.5. Wales and Northern Ireland legislation**

FSA has requested options for make the course relevant to Wales and Northern Ireland.

From the options in the RFQ, CTSI propose the following options:

- produce supporting documents highlighting the legislation changes, which can be loaded onto the Regulator's Companion
- produce additional slides for the English slide deck to cater for each other nation
- produce any additional materials to accompany the webinar for differences in the way Wales and NI work and systems/ processes may be used.

CTSI do not recommend at this stage producing a Wales or Northern Ireland version as there could be some significant amendments. Although CTSI will be happy, and is able, to undertake and produce either version.

## **7. Breakdown of Costs**

### **7.1. Scope**

The costs include services as required in the RFQ, which are additional over the courses for Lot 1 Feed and Lot 2 Food under FS430474, which includes CTSI to:

- undertake breakout sessions and pre-learning/ reading
-

- ## 7.2. Costing Table

**Total Price: See Annex 1 – Clarification Questions and Responses for newly updated pricing information. The price for Total WP2 £17,487.84**

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Completed by: ██████████
Date: 31 August 2023
Date quotation accepted by FSA:
Work Package start date: 07/11/2023
This quotation for the above-mentioned Work Package has been agreed between the Food Standards Agency and the Supplier under the terms and conditions of the call-off contract FS430474 – Lot 2 Food Training

## Annex 1 Clarification Questions and Responses

<b>Tender reference number</b>	<b>Tenderers Name</b>
FS430474 / C199157	CTSI
<b>Tender title</b>	
Lot 2 - WP2 Practical Food Standards & Food Information Rules	
<b>Evaluator name</b>	
N/A	

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| <ul style="list-style-type: none"> <li>The evaluation panel will be meeting shortly to make a decision about the tenders received for this requirement. To help the panel to evaluate your proposal fairly and accurately, <b>you are invited to comment or respond to the clarification questions highlighted below</b> which have been made by the panel members after initial evaluation of your tender. Your response should only relate to the issues raised.</li> </ul> | <ul style="list-style-type: none"> <li><b>Please note this is not an opportunity or request to submit a revised or amended proposal. This is to assist the tender evaluation panel in their assessment</b></li> <li>Please respond via the eSourcing portal, <b>no later than 12 noon on 25/09/2023.</b></li> <li>If you have any queries please submit these via the eSourcing portal.</li> </ul> |
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### Requests for clarification and additional information

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Additional questions (if required):

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